

# NETWORK MANAGER REPORT

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MAY 2004

SUBMITTED BY Winn McInnis, General Manager

## OVERVIEW

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### Operations

Alabama's eGovernment initiative made significant progress this month. With our ever-growing project queue, we expect more than ten applications to go live before the end of the summer. We are working hard to meet this development goal, as well as furthering our outreach efforts, increasing adoption of the services already available.

Highlights during the month were:

- The Department of Conservation is undergoing two new projects, including a composite reservation service for the Bartram Canoe Trail and a marketing service that will encourage hunters to recruit new hunters during this year.
- Project specifications for the Alabama Board of Architects and the Board of Pharmacy are under review. Both agencies plan to provide online licensure this license period (October).
- Final modifications and testing are being completed on the Department of Revenue's Personalized Plate Reservation system.
- The Alabama Real Estate Commission is beginning their online service promotional tour. They are pleased to release the educational management system and revisions to the license renewal service.
- Alabama Board of Nursing continues their cutting-edge movement toward a completely electronic agency. They have now provided initial licensure by exam, allowing nurses licensed in other states to transfer their license to Alabama.
- The Home Builders Licensure Board New Application service garnered 63% adoption in its first week online.
- The Department of Environmental Management Air Division has requested a "Smoke School" registration application. This application will allow air quality specialists to register for required lecture and field study.
- Approximately 30 conservation license retailers have expressed interest in moving to the electronic system. We hope to grow the number of existing agents to at least 30%.
- The Constituent Notification system has a new brand name, "Alabama In Touch." The system is being beta-tested by two agencies to ensure usability and functionality required for agency participation.
- The Point-of-Sale and Nursing "Push Technology" services were nominated for a NASCIO award on May 21. We expect to hear something regarding the award this summer.

## **Marketing**

Press and media rollout for the alabama.gov portal are underway. A press release has been drafted and is in review and approval status. While we have certainly seen growth in portal access and have received very positive feedback, we are sure the media attention will have an additional, positive impact.

Additional promotional efforts for the alabama.gov portal include Alabama university sporting events throughout the fall, sponsorship of Outdoor Alabama television and a "How To" booklet for distribution to schools, libraries and other events.

alabama.gov was featured in Montgomery Living Magazine. A one-page advertisement and an advertorial for the portal is planned for the fall, in the business edition.

The Alabama Department of Conservation and Natural Resources was featured in a news release, this month, regarding the Pioneer Award. Another release is planned for June, following the Department's acceptance of the award.

The Alabama State Bar has invited Alabama Interactive to participate in the exposition at their annual meeting. This will give us the opportunity to communicate to attorneys the many services and features available on alabama.gov and also discuss with their "wish-list" for new services. The annual meeting will be in July.

## **Development**

ABN has requested a License Verification application which will allow licensed Alabama nurses to request a verification letter to be sent to potential employers. This application is currently in development as the agency has requested some additional functionality.

User Testing has completed on the Supplemental Form (RS-2) application for the Alabama Public Service Commission. This application will allow for the electronic submission of the RS-2 form allowing users to add a state or vehicle to their motor carrier authority. This application is currently in production.

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is currently in partner testing.

We are currently working with the State's Motor Pool department to create an online application that will enable authorized state officials to reserve a vehicle electronically. This application is currently in production awaiting full release.

The Department of Revenue has requested an application to allow Alabama residents the ability to reserve a personalized tag online. The application will also allow for County Offices to reserve personalized tags for individuals as well. This application is currently in development/User Testing.

Alabama Board of Pardons and Paroles online payment and reporting application is near completion. This application will allow a person of certain classifications to report and file due amounts online rather than in the offices of probation officers. This application is currently in the late stages of development as we are coordinating with Pardons and Parole to create a mechanism where we can post data to them.

Real Estate has requested an application to allow Schools and Instructors the ability to electronically file their roster information to AREC. This will hopefully improve efficiencies for the Schools, Instructors, and AREC. This application is currently in development/testing.

Real Estate has requested some updates to their license renewal application. They want to add some additional functionality to allow corporations to renew their employees online as well as opening up the electronic renewal process to more license types. This application is currently in development/testing.

ABN has requested an application that will allow potential Alabama nurses to apply for a license online. The Licensure by Endorsement application is currently in user testing.

The Department of Revenue has asked if we could look at developing an application that would give localities the ability to view their tax reports online. The department would also like to embed charts into some of these reports. This application is currently in the business/technical design phase awaiting final requirements from the department.

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## **PROJECT REPORT**

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### **COMPLETED!**

#### **Completed in 2002**

Alabama Board of Nursing	<ul style="list-style-type: none"><li>• Renewal of Registered Nursing License</li><li>• Reactivation of a Nursing License</li><li>• Reinstatement of a Nursing License</li></ul>
Alabama Department of Public Safety	<ul style="list-style-type: none"><li>• Electronic Access to Motor Vehicle Records</li></ul>
Alabama Real Estate Commission	<ul style="list-style-type: none"><li>• Renewal of Real Estate Licenses</li><li>• Broker/Agent Certification</li></ul>
Alabama Secretary of State	<ul style="list-style-type: none"><li>• Merchant Services</li></ul>

#### **Completed in 2003**

Alabama State Banking Dept.	<ul style="list-style-type: none"><li>• Renewal of Small-Loan and Mini-Code License</li><li>• Renewal of Pawn Broker License</li><li>• Renewal of Mortgage License</li></ul>
Alabama State Bar	<ul style="list-style-type: none"><li>• Membership Renewal</li></ul>

Alabama Board of Chiropractic Examiners	<ul style="list-style-type: none"> <li>· Renewal of License</li> <li>· Licensee Verification</li> </ul>
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none"> <li>· Online Hunting and Fishing Licenses</li> <li>· Hunting and Fishing Licenses/Point-of-Sale</li> <li>· Probate Court Point of Sale Hunting and Fishing Licenses</li> <li>· Oak Mountain Bow Hunt Registration</li> <li>· Outdoor Alabama Subscription</li> </ul>
Alabama Department of Finance, Office of the CIO	<ul style="list-style-type: none"> <li>· Alabama State Portal</li> </ul>
Alabama Department of Insurance	<ul style="list-style-type: none"> <li>· Merchant Services</li> <li>· Merchant Services for Provider Renewals</li> </ul>
Alabama Board of Nursing	<ul style="list-style-type: none"> <li>· License verification and disciplinary status-Subscriber</li> <li>· Name and Address Change</li> <li>· LPN Renewal</li> </ul>
Alabama Real Estate Commission	<ul style="list-style-type: none"> <li>· Instructor License Renewal</li> </ul>
Alabama Department of Revenue	<ul style="list-style-type: none"> <li>· Sales, Use and Lodging Tax Filings</li> <li>· Refund Status for Individual Income Tax</li> </ul>
Alabama Secretary of State	<ul style="list-style-type: none"> <li>· UCC (Uniform Commercial Code) Filings</li> </ul>

### Completed in 2004

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This application is complete and in production.
Alabama Department of Environmental Management	Waste Water Operator License Renewal	This application allows holders of the waste water and drinking water operator's license to renew online.	This application is complete and in production.
Alabama Home Builders Licensure Board	Initial Application Download and payment	This application allows home builder initial licensees to download application information online and pay the application fee.	This application is complete and in production.
Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This application is complete and in production.

Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	This application is complete and in production.
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is complete and in production.
Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is complete and in production.

#### IN TESTING.....

Agency	Application	Description	Status	Target Date
CIO's Office, Alabama Department of Finance	Alabama InTouch (Constituent Notification)	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	Agency testing	June 2004
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2004
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	Application is complete; waiting on launch go ahead from partner agency	June 2004
Alabama Board of Nursing	License verification for individuals	This service allows nurses to request official verification of licensure.	This application is awaiting final approval.	May 2004
Alabama Department of Revenue, Motor Vehicles Division	Personalized License Plate Reservation	This application will allow users to temporarily reserve a personalized license plate.	This service is pending agency approval.	May 2004

Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc.	This application is awaiting final approval.	May 2004
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This application is awaiting final approval.	May 2004

### IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Architects	License Renewal	Online application to allow architects to renew their license online	This application is in development	August 2004
Alabama Department of Conservation and Natural Resources	Bartram Canoe Trail Reservations	This application will allow the reservation and payment for camping on canoe trail platforms.	This application is in development	June 2004
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2004
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is in development.	July 2004
Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online	This application is in development.	August 2004
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	June 2004

Alabama Board of Pharmacy	License Renewal	This application will allow ALBOP licensees to renew their licenses and pay the renewal fee.	This service is in pre-project planning.	September 2004
Alabama Real Estate Commission	Contact Information Change	This application allows for the changing or updating of addresses and personal information.	This application is in the pre-project planning phase.	September 2004
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	January 2005
Alabama Department of Revenue, Sales Tax Division	Local Government Report Distribution	This application will allow local governments to download their revenue reports via the Web.	This application is in pre-project planning.	June 2004
Alabama State Treasurer	Online Cash Receipt	This application will allow agency accounting personnel to report deposits online.	This application is in pre-project planning.	October 2004

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## IN PLANNING AND CONSIDERATION

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The following are agencies with which we have begun initial discussions or with which we would like the Committee's assistance with introductions, etc.

- Alabama Department of Public Health - Children's Health Insurance Plan, payments
- Alabama Department of Public Health - Home Health Care, payments
- Alabama Department of Public Health - Restaurant license renewal
- Alabama Department of Public Health - Vital records
- Alabama Department of Public Health - Enterprise merchant services
- Alabama Department of Corrections - Prison Industries- Shopping Cart
- Alabama Alcoholic Beverage Commission - Online license renewal
- Alabama Department of Revenue - Motor Vehicles Division, title-lien registries
- Alabama Department of Conservation and Natural Resources - Online boat registration
- Alabama State Legislature, Public Information Offices - Lobbyist-In-A-Box
- Combined Agencies, DPS and ACJIC- Criminal Histories Reports

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## SERVICE REQUESTS

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### Service Request #47

Alabama Department of Environmental Management, Online Smoke School Registration  
Alabama Interactive requests and recommends this service for the Alabama Department of Environmental Management is added to the network as a charge service. Development of the Alabama Department of Environmental Management, Smoke School Registration service is at no cost to the Alabama Department of Environmental Management.

### Service Request #48

Alabama Department of Industrial Relations, Merchant Services  
Alabama Interactive requests and recommends this service for the Alabama Department of Industrial Relations is added to the network as a charge service. Development of the Alabama Department of Industrial Relations, Merchant Services is at no cost to the Alabama Department of Industrial Relations.

### Service Request #49

Alabama Department of Conservation and Natural Resources, Bartram Trail Campsite Reservations  
Alabama Interactive requests and recommends this service for the Alabama Department of Conservation and Natural Resources is added to the network as a charge service. Development of the Alabama Department of Conservation and Natural Resources, Bartam Trail Campsite Reservation system is at no cost to the Alabama Department of Conservation and Natural Resources.

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## MONTH IN REVIEW

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Total April AI Network Transactions:	171,102
Average Successful Request per Day:	5,519
Total <b>April</b> alabama.gov "Visitors":	114,567
Total <b>April</b> alabama.gov "Page Views":	289,977
Total <b>April</b> alabama.gov "Chats" or "Offline Messages" from Live Help:	626

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## OPERATIONS & ADMINISTRATION

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We have placed an advertisement for an application developer. We expect to add the new staff member in June.

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## OTHER BUSINESS/IN CLOSING

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As we prepare for the summer of 2004, we look forward to providing at least five new online services, furthering the promise of Alabama's eGovernment initiatives. While the summer will be busy with application development, the season also brings exciting opportunities for marketing our new and existing services.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,  
Winn McInnis